

# RITA KIEN

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## SKILLS

- Well developed customer service skills
- Knowledge of office equipment (copier/fax)
- Proficient data entry skills
- Professional receptionist support skills
- Strong understanding of alphanumeric filing
- Familiar with Windows 98, Word and Excel

## EXPERIENCE

Bradford Mortgage, Baltimore, MD 2001 to Present  
**Clerical Support**

Maintained switchboard operations including professionally answering switchboard, taking messages, and routing calls to the appropriate team member. Provided clerical support, assisting with faxing, filing, and copying projects.

Maryland Turnpike Authority, Baltimore, MD 1999 to 2001  
**Toll Administrator**

Supervised accurate collecting of appropriate toll fees from highway motorist. Provided high quality customer satisfaction when interacting with various highway motorists. Reconciled station drawer against collected toll receipts with no discrepancies. Maintained and changed money machines as required. Dispatched state police when necessary, as well as processed and filed customer complaints and incident reports.

SFB Clothing Co., Baltimore, MD 1997 to 1999  
**Customer Service Associate**

Provided one-on-one customer assistance in the selection and purchase of merchandise that best met the client's needs. Maintained a high-level of customer satisfaction by offering dedicated and personal client care, which resulted in greater sales. Minimized customer complaints by offering expedient, as well as positive, resolutions to client issues. Also, assisted customers via telephone regarding merchandise inquiries and availability. Prepared inventory and stock reports, applied sensors to merchandise to ensure security of products from theft, reconciled register draw and sales receipts, and prepared bank deposits.

## EDUCATION

Franklin High School, College Park, Maryland 1998  
H.S., Diploma, Business Administration  
Studied business administration and college preparatory courses.